

MISSOURI CAPITOL POLICE ADVISOR

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JANUARY 2010

Erratic Driver Caught

On Dec. 20, a Missouri Capitol Police officer observed a vehicle driving the wrong way on South Capitol Drive. The driver had lost control of the vehicle and damaged a sign in the press parking lot. Capitol Police questioned the driver about the circumstances of the incident. The driver was issued two citations for property damage and careless and imprudent driving.

Missouri State Office Closings - Info Line

Missouri Capitol Police would like to remind everyone of the Office of Administration's toll free hotline for announcements about state office closures. The number is (888) 390-9927. Messages address holiday closures, special building closures as a result of a critical incident (weather or otherwise), and locations of service centers (i.e. warming centers) when activated. Additionally, if you are required to report for work on a state holiday at a time your office would normally be closed, be sure to pre-arrange the procedures for gaining entry into your secured area.

Spotlight:	Customer Service:	
	Dealing with Hostile Customers	

With the volatile economy and weak job market, stress levels may be rising and frustration can boil over. Therefore, it's a good idea for state employees to prepare for higher demands and shorter tempers when dealing with customers. To help alleviate undue stress on ourselves and customers, employees should remember these tips when dealing with the public:

- * Provide good customer service – be friendly and helpful. If you are unable to help someone, explain to them *why* you were unable to help them and then refer them to someone who can help.
- * Show respect – even if they give you no reason to.
- * Stay calm – don't let their actions upset you.
- * Be a good listener. Be non-judgmental, give your undivided attention, listen for the *real* message (listen for feelings, not just facts), and give reflective statements by paraphrasing what they've said.

While a certain level of anger and frustration may be expected and tolerated, employees should know how to handle situations where customers surpass "venting" and lose control - especially when those individuals are in the office.

- * Press the duress button if your desk is wired with one, or signal a coworker that you need help. Notify law enforcement as soon as possible.
- * Maintain an open path to an exit. Do not let the subject stand between you and the door.
- * If the person's behavior escalates to the point of threatening harm, or if the subject becomes physical, leave immediately and seek safety. Re-contact law enforcement to update them of the situation.